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CSA LLP 4807 SPICEWOOD SPRINGS RD. BLDG. 4, SUITE 201 AUSTIN, TX 78759			ZHEN, LI B	
			ART UNIT	PAPER NUMBER
			2194	

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Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/823,531

Applicant(s)

CHEN ET AL.

Examiner

Li B. Zhen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 20 March 2006.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-10,13 and 17-101 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-10,13 and 17-101 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

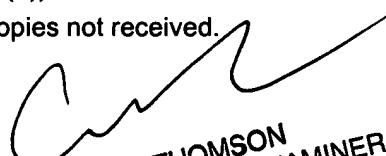
- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date 3/27/06.

- 4) ☐ Information Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

  
WILLIAM THOMSON  
SUPERVISORY PATENT EXAMINER

### **DETAILED ACTION**

1. Claims 1 – 10, 13 and 17 – 101 are pending in the application.

### ***Response to Arguments***

2. Applicant's arguments with respect to the claims have been considered but are moot in view of the new ground(s) of rejection.

### ***Claim Rejections - 35 USC § 102***

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. **Claims 22 – 26, 36 – 38 and 46 – 58 rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent NO. 6,332,154 to Beck et al. [hereinafter Beck].**

5. As to claim 46, Beck teaches a computer-readable medium comprising a database [a CINOS database such as DB 75, FIG. 1; col. 16, line 65 – col. 17, line 15] comprising:

a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40] comprising information regarding a user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 - 24] of a user interface [Window 133; col. 16, lines 15 - 24] to communicate with a communication channel [a diverse interaction path means a non-routine, or less-routine type of communication path; col. 39, lines 45 – 62 and service section 137 contains options for e-mail, chat program, fax program, a self-help wizard, and a voice wizard; col. 17, lines 22 – 40], wherein the information regarding the user interface object comprises a command associated with activation of the user

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interface object [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52]; and

instructions to access the user interface object table when the user interface is to display information related to a communication via the communication channel [Personalization of widow 133 takes into account client information as stored in CINOS database 75, service-agent media availability and preferences, and perhaps any overriding enterprise rules; col. 17, lines 22- 40].

6. As to claim 47, Beck teaches a communication channel table comprising information regarding the communication channel [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5].

7. As to claim 48, Beck teaches the communication channel table comprises information about a plurality of communication channels [col. 62, line 63 – col. 63, line 5].

8. As to claims 49 and 50, Beck teaches a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels [col. 62, line 63 – col. 63, line 5].

9. As to claim 51, Beck teaches a command table comprising information regarding a command sent to the communication channel [col. 47, lines 3 – 24].

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10. As to claim 52, Beck teaches an event table comprising information regarding an event originating in response to a communication received from the communication channel [col. 11, lines 21 – 32].

11. As to claim 53, Beck teaches an event response table comprising information regarding an event response to be performed in response to the event [routing and routing notification events, any media may be routed to an appropriate agent based on skill, or any other rule-based routing method; col. 11, lines 32 – 39].

12. As to claim 54, Beck teaches a database [a CINOS database such as DB 75, FIG. 1; col. 16, line 65 – col. 17, line 15] comprising:

an object table [service-agent media availability and preferences; col. 17, lines 22 – 40], wherein the object table comprises information regarding a user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 - 24] of a user interface [Window 133; col. 16, lines 15 - 24] used to communicate via a communication channel [a diverse interaction path means a non-routine, or less-routine type of communication path; col. 39, lines 45 – 62 and service section 137 contains options for e-mail, chat program, fax program, a self-help wizard, and a voice wizard; col. 17, lines 22 – 40], wherein the information regarding the user interface object comprises a command associated with activation of the user interface object [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52]; and

a communication channel table wherein the communication channel table comprises information regarding the communication channel associated with the user interface object [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5] and instructions to access the object table and the communication

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channel table to communicate via the communication channel [Module 445 contains an appropriate driver for each type of offered media as required. In one embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443; col. 62, line 63 – col. 63, line 5].

13. As to claim 55, Beck teaches the object table further comprises information regarding an action to be performed when the user interface object is activated [col. 17, lines 40 – 52].

14. As to claim 56, Beck teaches the action comprises issuing a command to the communication channel [col. 47, lines 3 – 24].

15. As to claim 57, Beck teaches the action comprises setting an agent status to one of ready [col. 11, lines 21 – 32] and not ready [col. 17, lines 22 – 40].

16. As to claim 58, Beck teaches the object table further comprises a notification object [notification interface module 317; col. 43, lines 22 – 35].

17. As to claim 22, this is rejected for the same reasons as claims 46 – 49, 51 and 52 above.

18. As to claim 23, Beck teaches the communication channel table provides access to: a channel ID of the communication channel [col. 59, lines 5 – 13]; media type of the communication channel [col. 9, line 58 – col. 10, line 10]; and a configuration ID of a configuration to which the communication channel belongs [col. 19, lines 37 – 54].

19. As to claim 24, Beck teaches the event table provides access to an event ID of the event [identifier is assigned to an entity and to all the communication events; col. 24, lines 8 – 18]; an event name of the event [col. 32, lines 46 – 61]; and a channel driver ID of the channel driver [col. 59, lines 5 – 13].

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20. As to claim 25, Beck teaches the command table provides access to: a command ID of the command [col. 51, lines 12 – 29]; a command name of the command [col. 47, lines 3 – 24]; and a channel driver ID of the channel driver [col. 59, lines 5 – 13].

21. As to claim 26, Beck teaches the channel driver table comprises: a channel driver ID of the channel driver [col. 59, lines 5 – 13]; a media type of the communication channel [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5]; a file name of the channel driver and a media string that allows a media service associated with the channel driver to be invoked [Module 445 contains an appropriate driver for each type of offered media as required. In one embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443; col. 62, line 63 – col. 63, line 5].

22. As to claim 36, this is rejected for the same reasons as claim 49 above.

23. As to claim 37, this is rejected for the same reasons as claim 47 above.

24. As to claim 38, this is rejected for the same reasons as claim 46 above.

### ***Claim Rejections - 35 USC § 103***

25. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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**26. Claims 1 – 10, 13, 17 – 21, 34, 39 – 42, 59 – 76 and 84 – 94 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent NO. 6,463,292 to Rahman [cited in previous office action] in view of Beck.**

27. As to claim 39, Rahman teaches the invention substantially as claimed including a user interface [user-interface manager 14, Fig. 2; col. 5, lines 12 – 20] for communicating comprising:

- a user interface object [one or more user-interactive prompts; col. 5, lines 13 – 15];

- a receiving module to receive an activation of the user interface object [user-interface manager 14 provides one or more user-interactive prompts for redirecting the detected data message in accordance with a user preference or selection entered via the user interface 15; col. 5, lines 12 – 20], wherein each communication channel of a plurality of communication channels has a media type [col. 6, lines 1 – 19], and

- at least two communication channels of the communication channels have different media types [col. 4, lines 16 – 39].

Although Rahman teaches the invention substantially as claimed, Rahman does not specifically teach the activation of the user interface object is associated with a command and causes a channel driver associated with the command to be identified.

28. However, Beck teaches the activation of the user interface object is associated with a command and causes a channel driver associated with the command to be identified [Module 445 contains an appropriate driver for each type of offered media as required. In one embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443; col. 62, line 63 – col. 63, line 5], and an accessing module to access a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40] comprising information regarding the user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 - 24], wherein the information regarding the user interface object comprises the command associated with



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the activation of the user interface object [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52].

It would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the invention of Rahman to incorporate the features of associating activation of a user interface object with a command and causing a channel driver associated with the command to be identified as taught by Beck because this provides media independent self-help modules presented as part of a customer interface associated with a multimedia communication-center [col. 1, lines 20 – 24 of Beck].

29. As to claim 40, Rahman teaches an event handling module to handle an event from an incoming communication channel of the communication channels [data protocol detector 12 detects an alert message of a particular data protocol received by a mobile station 26; col. 4, line 65 – col. 5, line 11].

30. As to claim 41, Rahman teaches a notifying module to provide a notification of the event [particular data protocol the detector 12 sends an alert signal to the user-interface manager 14; col. 5, lines 1 – 11].

31. As to claim 42, Rahman teaches a responding module to perform an event response to the event [Upon receipt of the alert signal from the data protocol detector 12, the user-interface manager 14 provides one or more user-interactive prompts; col. 5, lines 12 – 20].

32. As to claim 59, Rahman as modified teaches an apparatus to communicate comprising:

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a user interface [col. 5, lines 12 – 20 of Rahman] comprising at least one user interface object [col. 5, lines 13 – 15 of Rahman] operable to be activated, wherein activation of one of the at least one user interface object is associated with issuing a command to one communication channel of a plurality of communication channels [col. 5, lines 12 – 20 of Rahman], each communication channel of the communication channels has a media type [col. 6, lines 1 – 19 of Rahman], at least two communication channels of the communication channels have different media types [col. 4, lines 16 – 39 of Rahman], and the activation causes a channel driver comprising the command to be identified [Module 445 contains an appropriate driver for each type of offered media as required. In one embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443; col. 62, line 63 – col. 63, line 5 of Beck]; and

an accessing module to access a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40 of Beck] comprising information regarding the user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 – 24 of Beck], wherein the information regarding the user interface object comprises a respective command associated with the activation of the user interface object [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52 of Beck].

33. As to claim 60, Rahman teaches the user interface is operable to communicate with a communication server [col. 2, lines 52 – 62], and wherein the communication server causes the command to be issued to the one communication channel [col. 5, lines 45 – 60 of Rahman].

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34. As to claim 61, Rahman teaches the communication server further receives an indication of activation of the user interface object [alert response message contains message control information or message redirection information such as a data target identifier or address; col. 5, lines 38 – 60].

35. As to claim 62, Rahman teaches a channel driver is communicatively coupled to the one communication channel to issue the command [col. 4, lines 1 – 5].

36. As to claim 63, Rahman teaches the channel driver is one of a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels [col. 4, lines 1 – 5; col. 3, lines 38 – 43; col. 6, lines 35 – 43].

37. As to claim 64, Rahman as modified teaches a database comprising a command table regarding a command [col. 47, lines 3 – 24 of Beck] and a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40 of Beck] comprising information regarding the user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 – 24 of Beck] and the command to be issued upon activation of the user interface object [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52 of Beck].

38. As to claim 65, Rahman as modified teaches a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user [col. 19, lines 37 – 54 of Beck].

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39. As to claim 66, Rahman as modified teaches the command table [col. 51, lines 12 – 29 of Beck] and the user interface object table [col. 17, lines 22 – 40 of Beck] are accessed to cause the channel driver to issue the command [col. 59, lines 5 – 13 of Beck].

40. As to claim 1, Rahman as modified teaches a method for communicating comprising:

obtaining an event communicated via an incoming communication channel of a plurality of communication channels [data protocol detector 12 detects an alert message of a particular data protocol received by a mobile station 26; col. 4, line 65 – col. 5, line 11 of Rahman], wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19 of Rahman], at least two communication channels of the communication channels have different media types [col. 4, lines 16 – 39 of Rahman], and the event corresponds to a work item available via the incoming communication channel [data protocol detector 12 detects an alert message of a particular data protocol received by a mobile station 26; col. 4, lines 65 – 67 of Rahman];

providing a notification of the work item via a user interface [particular data protocol the detector 12 sends an alert signal to the user-interface manager 14; col. 5, lines 1 – 11 of Rahman];

receiving an activation of a work item object of the user interface, the work item object being associated with the work item [user-interface manager 14 provides one or more user-interactive prompts for redirecting the detected data message in accordance with a user preference or selection entered via the user interface 15; col. 5, lines 12 – 20 and 38 – 60 of Rahman];

accessing a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40 of Beck] to identify a command associated with the activation of the work item object [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a

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scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52 of Beck];

accessing a command table to identify a channel driver comprising a command associated with the activation of the work item object [Module 445 contains an appropriate driver for each type of offered media as required. In one embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443; col. 62, line 63 – col. 63, line 5 of Beck]; and

causing the channel driver to issue the command [col. 47, lines 3 – 24 of Beck] to an outgoing communication channel of the communication channels [alert response message is represented by (or derived from) the modulating signal suited for application to a modulator in the transmitter of the mobile station 26; col. 5, lines 48 – 54 of Rahman]. As to the motivation for combining Rahman with Beck, see the rejection to claim 39 above.

41. As to claim 2, Rahman teaches the incoming communication channel and the outgoing communication channel are the same [col. 2, lines 63 – 67].

42. As to claim 3, Rahman teaches performing the command by the outgoing communication channel [col. 6, lines 43 – 60].

43. As to claim 4, Rahman teaches providing the notification in real time with the obtaining the event [upon receipt of the alert message the mobile station may automatically setup a voice channel call for subsequent transmission of the modulated signal; col. 6, lines 1 – 19].

44. As to claim 5, Rahman teaches invoking a notification module of the user interface [col. 5, lines 1 – 11].

45. As to claims 6 and 7, Rahman teaches the activation of the work item object is associated with an accept work item command [interface manager 14 may provide a

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menu or a group of choices that a user may select via the user interface to redirect the data message (represented by the alert message) to a communications data target; col. 5, lines 37 – 60].

46. As to claim 8, Rahman as modified teaches sending the command to the command channel driver [col. 47, lines 3 – 24 of Beck].

47. As to claim 9, Rahman teaches obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver [user input is conveyed to the WDS 32 as an alert response message in reply to the alert message previously sent; col. 5, lines 37 – 60].

48. As to claim 10, Rahman teaches sending the command to the channel driver for the incoming communication channel [col. 6, lines 43 – 60] if the incoming communication channel and the outgoing communication channel are the same [col. 2, lines 63 – 67].

49. As to claim 13, Rahman as modified teaches a method for communicating comprising:

obtaining an event communicated via an incoming communication channel of a plurality of communication channels [col. 4, line 65 – col. 5, line 11 of Rahman], wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19 of Rahman], and at least two of the communication channels have different media types [col. 4, lines 16 – 39 of Rahman];

providing a notification of the event via the user interface [col. 5, lines 1 – 11 of Rahman];

receiving an activation of a command object of the user interface [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many

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clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52 of Beck];

accessing a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40 of Beck] to identify a command associated with the activation of the command object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 – 24 of Beck];

accessing a command table [col. 47, lines 3 – 24 of Beck] to identify a channel driver comprising the command [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5 of Beck]; and

cause the channel driver to issue the command [col. 5, lines 45 – 60 of Rahman] to an outgoing communication channel of the communication channels [col. 5, lines 48 – 54 of Rahman]. As to the motivation for combining Rahman with Beck, see the rejection to claim 39 above.

50. As to claim 17, this is rejected for the same reasons as claims 1 and 5 above.

51. As to claim 18, this is rejected for the same reasons as claim 2 above.

52. As to claim 19, Rahman as modified teaches a user interface [user-interface manager 14, Fig. 2; col. 5, lines 12 – 20 of Rahman] for communicating comprising:

a notification object to provide a notification of an event communicated via an incoming communication channel of a plurality of communication channels [col. 4, line 65 – col. 5, line 11 of Rahman], wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19 of Rahman], and at least two of the communication channels have different media types [col. 4, lines 16 – 39 of Rahman]; and

a command object wherein activation of the command object is associated with a command [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service

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agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52 of Beck], and the activation of the command object causes a channel driver comprising the command to be identified [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 – 24 of Beck], and the channel driver issues the command [col. 5, lines 12 – 20 and 38 – 60 of Rahman] to an outgoing communication channel of the communication channels [col. 5, lines 48 – 54 of Rahman];

a first accessing module to access a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40 of Beck] to identify the command associated with the activation of command object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 – 24 of Beck]; and

a second accessing module to access a command table [col. 47, lines 3 – 24 of Beck] to identify the channel driver associated with the command [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5 of Beck]. As to the motivation for combining Rahman with Beck, see the rejection to claim 39 above.

53. As to claim 20, this is rejected for the same reasons as claim 2 above.

54. As to claim 21, Rahman as modified teaches a computer system comprising:  
a processor [col. 3, lines 20 – 25 of Rahman];  
a display [col. 5, lines 11 – 21 of Rahman], coupled to said processor;  
computer readable medium coupled to said processor [storage medium 19, Fig. 2; col. 4, lines 52 – 60 of Rahman]; and

computer code, encoded in said computer readable medium, configured to cause said processor to communicate using at least one communication channel of a plurality of communication channels, wherein each communication channel of the



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communication channels has a media type [col. 6, lines 1 – 19 of Rahman], and at least two of the communication channels have different media types [col. 4, lines 16 – 39 of Rahman], by virtue of being configured to cause said processor to:

- obtain an event communicated via an incoming communication channel of the communication channels [col. 4, line 65 – col. 5, line 11 of Rahman], wherein the event corresponds to a work item available via the incoming communication channel [col. 4, lines 65 – 67 of Rahman];

- provide a notification of the work item via a user interface presented on the display [col. 5, lines 1 – 11 of Rahman];

- receive an activation of a work item object of the user interface, the work item object being associated with the work item [col. 5, lines 12 – 20 and 38 – 60 of Rahman], wherein the activation of the work item object causes the channel driver [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5 of Beck] comprising a command associated with the activation of the work item object to be identified [by selecting the e-mail option, the client's preferred e-mail program may be activated for the purpose of sending a message to or soliciting a reply from a service agent. By selecting chat program, the client may be launched into a scheduled service seminar featuring many clients interacting with a service expert regarding a certain subject; col. 17, lines 40 – 52 of Beck] and the channel driver issues the command [col. 5, lines 45 – 60 of Rahman] associated with the activation of the work item object to an outgoing communication channel of the communication channels [col. 5, lines 48 – 54 of Rahman];

- access a user interface object table [service-agent media availability and preferences; col. 17, lines 22 – 40 of Beck] to identify the command associated with the activation of the work item object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 – 24 of Beck]; and

- access a command table [col. 47, lines 3 – 24 of Beck] to identify the channel-driver associated with the command [col. 62, line 63 – col. 63, line 5 of Beck].

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55. As to claim 34, Rahman teaches a causing module to cause the command to be issued to the outgoing communication channel [col. 5, lines 48 – 54].

56. As to claims 67 – 76, these are apparatus claims that correspond to method claims 1 – 10; note the rejections to method claims 1 – 10 above, which also meet these apparatus claims.

57. As to claim 84, this is an apparatus claim that corresponds to method claim 13; note the rejection to claim 13 above, which also meets this apparatus claim.

58. As to claims 85 – 94, these are product claims that correspond to method claims 1 – 10; note the rejections to claims 1 – 10 above, which also meet these product claims.

59. **Claims 27 – 33, 35, 43 – 45, 77 – 83 and 95 – 101 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rahman and Beck further in view of U.S. Patent NO. 6,389,132 to Price [cited in previous office action].**

60. As to claim 43, Rahman as modified does not specifically teach a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

However, Price teaches a status updating module to update a status of an agent [Agent 30 can make himself/herself available to take multiple customer requests; col. 6, lines 1 – 13] using the user interface to one of ready and not ready when the status object is activated [With knowledge of the availability of pool of agents 28, Contact Server 20 can connect a request to an available agent 30 and initiate Web Server 18 and/or Switch Server 22 to establish a live connection with customer 12; col. 3, lines 11 – 34].

61. It would have been to a person of ordinarily skilled in the art at the time the invention was made to modify the combination of Rahman and Beck to incorporate the

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feature of a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated as taught by Price because this schedules customer requests to available agents and enables the customer to use their time in a more constructive manner rather than just "sitting" and waiting for a response from an available agent [col. 1, lines 52 – 65 of Price].

62. As to claim 44, Rahman as modified teaches a status-changing module to change a status of an agent using the user interface to one of ready and not ready [col. 6, lines 1 – 13 of Price].

63. As to claim 45, Rahman as modified teaches an assigning module to assign an agent to receive a notification of an event [col. 2, lines 55 – 61 of Price]; and a notifying module to provide the notification to the agent [col. 8, lines 50 – 67 of Price].

64. As to claims 27 and 28, Rahman as modified teaches the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item [col. 5, lines 14 – 17; col. 6, lines 9 – 11; col. 6, lines 28 – 32; col. 6, lines 54 – 60; col. 6, lines 60 – 63 of Price].

65. As to claims 29 and 30, Rahman as modified the activation of the work item object is associated with one of a suspend work item command [Customer 32 can be placed on hold awaiting availability of agent 30; col. 5, lines 10 – 15 of Price] and a retrieve work item command [Agent 30 can select customer A 32; col. 5, lines 14 – 17 of Price].

66. As to claim 31, Rahman as modified teaches the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command [col. 4, lines 15 – 37 of Price].

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67. As to claim 32, Rahman as modified teaches the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents [Pool of agents 28 may have user interfaces that can present requests from multiple customers 10; col. 3, lines 10 – 26 of Price]; and further comprising:

determining one agent of the agents to be notified of the event [col. 2, lines 55 – 61 of Price], wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent [col. 8, lines 50 – 67 of Price].

68. As to claim 33, Rahman as modified teaches determining the command to be issued from a context of the work item object when the work item object is activated [col. 4, lines 25 – 37 of Price].

69. As to claim 35, Rahman as modified teaches an assignment module to determine an assignment of an agent to the work item [col. 2, lines 55 – 61 of Price].

70. As to claims 77 – 83, these are apparatus claims that correspond to method claims 27 – 33; note the rejections to method claims 27 – 33 above, which also meet these apparatus claims.

71. As to claims 95 – 101, these are rejected for the same reasons as claims 27 – 33 above.

### ***Conclusion***

72. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

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A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

### CONTACT INFORMATION


73. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Li B. Zhen whose telephone number is (571) 272-3768. The examiner can normally be reached on Mon - Fri, 8:30am - 5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, William Thomson can be reached on 571-272-3718. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Li B. Zhen  
Examiner  
Art Unit 2194

lbz

  
WILLIAM THOMSON  
SUPERVISORY PATENT EXAMINER